

# COVID-19 Safety Compliance Certificate Program

## 1. What is the COVID-19 Safety Compliance Certificate Program?

The COVID-19 Safety Compliance Certificate Program is being offered to Los Angeles County businesses to voluntarily self-certify that they are fully implementing the required Protocols from the Los Angeles County Department of Public Health (Public Health) at their facility. Participants of this program will learn about the required Protocols and how to maintain their operations with as much safety as possible. The program is available to both business owners and employees. It will provide businesses with a COVID-19 Safety Compliance Certificate to demonstrate that their facility is following required Public Health Protocols.



## 2. What are the required Protocols for my industry?

Public Health has established required Protocols with guidance from California Department of Public Health for a variety of essential and non-essential sectors (type of businesses or facility) and industries. The Protocols are a requirement, not a recommendation. They include appropriate steps to help reduce the risk of spread of COVID-19 to employees, customers, and visitors. The Protocols are incorporated into a checklist that must be fully implemented by business owners in order to maintain their operations with as much safety as possible. Visit [publichealth.lacounty.gov/Coronavirus](http://publichealth.lacounty.gov/Coronavirus) for a full list of the Protocols.

## 3. Is the COVID-19 Safety Compliance Certificate mandatory?

This training is not mandatory, but it can demonstrate to the public that your business is complying with required Protocols. It can provide customers with more confidence that you are following Public Health safety requirements. All businesses must still complete the required Protocols. Businesses that do **not** have a COVID-19 Safety Compliance Certificate must continue to post the required Protocols at all public entrances to the facility as required by the County [Reopening Safer at Work Health Officer Order](#). A violation of the Protocols can result in fines or a legal order to comply and/or close.

## 4. Who is eligible to receive the COVID-19 Safety Compliance Certificate?

Businesses in Los Angeles County that are following the required Protocols for their sector or industry.

## 5. How do I get the COVID-19 Safety Compliance Certificate?

Business owners must watch the training video that reviews overall required COVID-19 Protocols. After completing the video, the participant will be directed to complete a survey. You must complete the survey to be emailed a copy of your COVID-19 Safety Compliance

### For more information about COVID-19:

Los Angeles County  
Department of Public Health  
[www.publichealth.lacounty.gov/Coronavirus](http://www.publichealth.lacounty.gov/Coronavirus)

California Department of  
Public Health  
[www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCoV2019.aspx](http://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCoV2019.aspx)

Centers for Disease Control and Prevention (CDC)  
[www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html)

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Certificate. Employees can also watch the training and will receive a certificate of completion. Please note that the training video is a general overview. Businesses must also follow the specific Protocols for their sector. Visit [publichealth.lacounty.gov/Coronavirus](https://publichealth.lacounty.gov/Coronavirus) for the full list.

## 6. Where do I post my COVID-19 Safety Compliance Certificate?

The COVID-19 Safety Compliance Certificate must be printed out by the employer or business owner to be posted at all public entrances to the facility. A copy of the completed Protocols must be kept on file for review, upon request. A copy of the Protocols must also be shared with employees and posted in areas shared by employees in the facility.

## 7. Can I require customers or visitors to wear face coverings when entering our facility?

Everyone is required to [wear a face covering](#) when they are around people outside of their household, with some exceptions. Visitors and customers are required to wear a face covering at all times (except while eating and drinking, if applicable). The following individuals should not wear a face covering:

- Children under the age of 2
- People with breathing issues
- People instructed not to use one by a medical provider
- People who are incapacitated (unresponsive) or unconscious
- People who can't wear or remove a face covering without help

Children between the ages of 2 and 8 should use face coverings, but under adult supervision to make sure that the child can breathe safely and avoid choking. Face coverings with exhalation (breathing out) valves or vents should not be worn. Individuals who are exempt from wearing a face covering due to a medical condition and who are employed in a job involving regular contact with others must wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their medical condition permits it. A drape that is form fitting under the chin is preferred.

Face coverings do **not** replace the need to physically distance yourself from others, wash your hands frequently, and avoid touching your eyes, nose and mouth with unwashed hands. They are an additional tool to help you prevent the spread of COVID-19 and other respiratory (lung) infections. Businesses have the right to refuse service to people who don't follow the Health Officer Orders requiring face coverings. Visit our [business resources](#) page for printable posters and notices you can post in your business or facility.

## 8. What do I do if my employees are positive for COVID-19?

If an [employee tests positive](#) or has symptoms of COVID-19, immediately advise them to isolate at home and follow Public Health's Health Officer Order for [Home Isolation](#). Employees who don't show any symptoms and test positive need to isolate (stay away from others, even in your home) at home for 10 days starting from the day they got tested.

If an employee had symptoms, they must stay home until:

- At least 10 days have passed since their symptoms first started **and**
- They have had no fever for at least 24 hours (without the use of medicine that reduces fevers) **and**
- Their symptoms have improved (for example, cough or shortness of breath)

If an employee tested positive for COVID-19 but never had any symptoms:

- They must stay home for 10 days after the test was taken, **but**
- If they develop symptoms, they need to follow the instructions above

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Employers must develop a list of employees who were in close contact with a COVID-19 positive employee within 2 days before employee's symptoms started or, if that employee had no symptoms, within 2 days before the test was taken. Close contacts must [quarantine](#) (stay away from others) at home for a full 14 days to see if they develop the disease. Consider a protocol for how employees can access COVID-19 diagnostic testing, if directed. Employees should check with their healthcare provider for testing. If they do not have a healthcare provider, they can contact 2-1-1 or schedule a free test at a local testing site. Visit [www.COVID19.lacounty.gov/testing](http://www.COVID19.lacounty.gov/testing) for more information.

## 9. Who is considered a close contact?

A close contact is defined as:

- Any person who was within 6 feet of a person with COVID-19 for more than 15 minutes
- Any person who had unprotected contact with bodily fluids of a person with COVID-19. For example, they coughed or sneezed on you, shared utensils, a cup, or saliva with you, or you cared for them without wearing appropriate protective equipment.

## 10. Should I report positive COVID-19 cases at the workplace to Public Health?

When at least three (3) COVID-19 cases are reported or confirmed in the workplace within a span of 14 days, the employer, owner, manager, or operator MUST report this to the Department of Public Health at (888) 397-3993 or (213) 240-7821. This is required in order to help Public Health determine and manage an outbreak within the workplace and to identify close contacts in the community.

## 11. Are there resources available for businesses during COVID-19?

This pandemic has had a devastating impact on the local economy including business owners and employees. County Departments including Los Angeles County Consumer & Businesses Affairs and Workforce Development Aging & Community Services provide various resources for businesses, employees and non-profits. Please visit [lacountyhelpcenter.org](http://lacountyhelpcenter.org) for more information on resources.

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